

Navy Dentistry's

MISSION

Ensure Dental Readiness While Optimizing Dental Health

VISION

Dental Health for Those Entrusted to Our Care

GUIDING PRINCIPLES

We:

- Are proud to serve and prepared to defend our country.
- Are privileged to be entrusted with the dental health of Sailors and Marines. Anything less than our best effort violates that trust.
- Foster pride, teamwork and professionalism by personally exemplifying the Navy Core Values: Honor, Courage and Commitment.
- Are committed to excellence in clinical dentistry through training, continuing education and research.
- Value the individual contribution of every Sailor, Marine, and civilian. Nurturing their personal growth and dignity is imperative to mission accomplishment.
- Believe our future is dependent upon developing the best possible leaders at every level.
- Embrace Readiness-Optimization-Integration (ROI) as our business focus.
- Believe our patients and customers ultimately judge our success.



NDCGC FY-03 ANNUAL PERFORMANCE GOALS

1. Develop strategies to optimize overall dental health...*CAPT Clark*
2. Develop plan to define NDCGC digital radiography program and begin deploying command wide...*CAPT Parreira*
3. Develop a program aimed at the professional development of junior officers... *CAPT Marinelli*
4. Identify and deploy electronic appointment scheduler... *CDR Reagan*
5. Optimize resource sharing among clinics... *CAPT Lundgren, CAPT Matthews*
6. Establish and utilize command intranet... *Mr. Lohr, LCDR Gouldman*
7. Develop computer based enlisted and civilian training program...*CDR Ryba, LCDR Gouldman, DTCM Sorensen*
8. Develop a plan for efficient prosthetic outsourcing... *LCDR Sellock*
9. Establish WEB-based recall/liaison program... *CDR Reagan*
10. Standardize command mobilization procedures...*CDR McGonegal*

D.B. FLANARY

Customer Service...Remember:

Moments of Truth...

"How May I Help You?"

Focus on the Customer's Needs and DELIVER!